



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Collections Technician

Job Code Title

Collections Technician

Pay Band

04

Job Code Number

433114

Business and Income Taxes Division

Accounts Receivable and Collections Bureau

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Business and Income Taxes Division is responsible for the administration, auditing, compliance, and collection activities for approximately 30 tax types and the appraisal and assessment of industrial and centrally assessed property. Tax types include corporation income, individual income, withholding, combined oil and gas, coal severance, other natural resource taxes, cigarette, retail telecommunications, lodging facilities, and miscellaneous taxes. The division includes the Administrative Team, Accounts Receivable and Collections Bureau, Business Tax and Valuation Bureau, and the Income and Withholding Tax Bureau. The Accounts Receivable and Collections Bureau is responsible for the daily management of accounts receivable and collections. Services include establishing taxpayer payment plans, legal collection activity, phone collections, and management of the state's bad debt program.

Job Responsibilities

The Collections Technician coordinates tax collection procedures to satisfy liabilities to the state by contacting taxpayers and setting up collection and payment plans. The incumbent provides specialized document review, process control, investigation, and related services in support of ongoing office and field collection activities. The position reports to a unit manager and does not supervise other staff.

• Telephone Collections 75%

1. Contacts delinquent taxpayers by phone and mail to negotiate payment of delinquent taxes or compel filing of unfiled tax returns or business tax reports. Explains payment and filing obligations; promotes cooperation and compliance; and works to resolve sensitive or contentious issues.
2. Clarifies assessment related issues on delinquent accounts. Resolves disputes. Obtains payment on undisputed portions of assessments. Explains department collection and enforcement policies and statutes to taxpayers or their representatives. Counsels taxpayers and their representatives before and after enforcement actions to inform them of their account status and attempt to persuade them to voluntarily pay outstanding balances.
3. Evaluates and plans collection strategies on a case-by-case basis to cost-effectively secure tax payments. Researches and evaluates taxpayers' financial condition, credit availability, and payment capacity to obtain maximum payment amounts and satisfy tax delinquencies rapidly.
4. Conducts investigations of records, returns, corporate documents, and taxpayer files to establish liability of additional individuals and corporate officers or employees that were not included in original tax assessments. Provides additionally liable individuals with notification of the tax assessment and informs them of their right to reviews or hearings.

5. Coordinates confiscation or reduction of tax refunds for delinquent accounts to satisfy taxpayer liabilities. Refunds overpayments and transfers misapplied payments to appropriate accounts.
 6. Analyzes income and expense information from taxpayers to determine or justify taxpayers' ability to pay their outstanding tax liability. Evaluates expenses to identify allowable expenses according to agency procedures and guidelines. Based on analysis, determines an appropriate dollar range for taxpayers for establishing payment plans that will satisfy the delinquent tax liability at the highest possible dollar amount over the shortest period of time possible.
 7. Evaluates collectability of assigned accounts; initiates collection actions; initiates write offs; or recommends write-offs in accordance with applicable statutes, policies, procedures, and guidelines.
 8. Reviews available collection actions daily for assignments. Maintains a monthly minimum number of active open case assignments in conjunction with prescribed performance standards.
 9. Recommends the filing of warrants for distraint in accordance with daily collection activities and department statutes, policies, procedures, and guidelines.
 10. Monitors assigned accounts to verify outcome of payment arrangements, legal actions, and other activities. Identifies errors, omissions, and anomalies and coordinates with other staff and managers to resolve problems. Records and maintains on-line documentation of all collection activities and taxpayer contacts as a permanent record of collection activity.
- **Collections Support Services 20%**
 1. Reviews and verifies technical and legal documents including warrants, liens, fiscal reports, financial information, etc. from taxpayers or their representative to ensure accuracy and completeness. Works with clerical staff on drafting documents, mailings, and data entry.
 2. Assists with tracing activities and investigations of taxpayer records to develop information sources and establish taxpayer contacts. This may include researching federal, state, municipal, and private agency records; verifying vesting and title of taxpayer property to determine taxpayer assets; ordering national credit inquiries; and other activities as directed.
 3. Represents the department in informal conferences, formal and informal hearings, and judicial proceedings on enforcement-related issues or establishment of individual liabilities.
 4. Maintains confidentiality of all information derived from tax files or developed from other sources.
 - **Other Duties as Assigned 5%**
 1. Performs other duties as assigned by the supervisor.

Job Requirements

To perform successfully as a collections technician, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. It is essential that the incumbent has the ability to reason deductively and inductively. Incumbent is required to analyze and solve complex problems; resolve conflicts; consider the relative costs and benefits of actions; and persuade others. Skills in multi-tasking; paying attention to details and accuracy; managing multiple priorities under tight deadlines; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; negotiation; researching and analyzing technical and financial documents; explaining technical and financial information; and word processing, spreadsheet, and database applications are required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

This position requires knowledge of tax collection methods and procedures; investigative techniques and practices; database operations; basic accounting and financial records analysis; records maintenance procedures; and standard office procedures.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a high school diploma or GED and three years of job-related work experience.
 - Experience should be made up of law enforcement, investigation, debt collection, or credit/finance.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry, hostile, and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use and being seated for extended periods of time. The incumbent spends a considerable amount of time on the phone. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- **Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- **Compliance with All Appropriate Montana Tax Laws:** An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Gene Walborn, Division Administrator Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____

Date: _____

Name (print): _____